

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant	: Kumar et al.	Art Unit	: 2174
Serial No.	: 10/804,320	Examiner	: Boris M. Pesin
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Title	: CUSTOMIZATION OF AN INTERACTION CENTER MANAGER'S GRAPHICAL DASHBOARD		

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Commissioner for Patents
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AMENDMENT SUBMISSION WITH REQUEST FOR CONTINUED EXAMINATION

Please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims that begins on page 2 of this paper.

Remarks begin on page 7 of this paper.

CERTIFICATE OF MAILING BY EFS-WEB FILING

I hereby certify that this paper was filed with the United States Patent and Trademark Office using the EFS –WEB system on this date: April 2, 2008